

S/N 09/604,199

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert H. Joyce et al.

Examiner: Lashonda T. Jacobs

Serial No.: 09/604,199

Group Art Unit: 2157

Filed: June 27, 2000

Docket No.: 2046.008US1

Title: SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE
AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT

AMENDMENT AND RESPONSE UNDER 37 CFR § 1.111



Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

This responds to the Office Action mailed on August 24, 2004. Please amend the above-identified patent application as follows.

This response is accompanied by a Petition, as well as the appropriate fee, to obtain a one-month extension of the period for responding to the Office Action, thereby moving the deadline for response from November 24, 2004 to December 24, 2004.